

COPY

June 19, 2000

Richard L. Mathias, Chairman  
Illinois Commerce Commission  
160 North LaSalle Street  
9th Floor  
Chicago IL 60601

Re: Ameritech 312 226-8885 307 2; 2025 West Grand Avenue, Chicago 60612.

Dear Chairman Mathias:

Enclosed are four copies of the Formal Complaint I am filing against Ameritech. I have also sent four copies to Springfield.

On Friday, June 16, I called the Consumer Affairs Division of your office and spoke to a woman who identified herself as Jessa; she told me that since I had already made an informal complaint about this same problem in 1998, there was no reason for me to do that again.

Yesterday, an Ameritech repairman and his foreman were supposed to repair the installation between 8:00 A.M. and 12:00 P.M.; at least, this is what I was told by Ameritech repair service representative supervisor "Tanya" on June 13 in a telephone conversation which was taped. When the Ameritech repairman had not arrived by 11:50 A.M., I decided to leave for my planned visit to my family in Wisconsin. As I was a half of a block East of my house stopped at the red light on Damen Avenue, in my rear view mirror I saw the Ameritech van pull up in front of my house. I immediately turned right and drove around the block and pulled up at the curb just to the West of the Ameritech van. The Ameritech repairman's name was Henry Hill, and I asked him where his foreman was. When he said his foreman was not coming, I asked to talk to his foreman, who identified himself as Juan Munis. Mr. Munis told me that he had not been told to come to my house and was not coming to my house. It was then about 11:55 A.M. I then told Mr. Hill, "It was my understanding that you were supposed to actually fix the problem between 8 and 12, which makes you kind of late, doesn't it." Mr. Hill then, to my astonishment, said, "I got here at 11:15 A.M.," to which I replied, "That is not true. Please leave and do not come back."

Today, I called the Consumer Affairs Division of the Commerce Commission to determine whether I could file my formal complaint against Ameritech in Chicago (as opposed to Springfield) and was told by Christian that a formal complaint would impede rather than expedite resolution of Ameritech's repair of the incorrect installation of service at my residence. Is this a punishment designed to deter formal complaints?

If you have any questions, please do not hesitate to call me.

Respectfully yours,

/mc

cc: CUB;  
Patrick J. Earley;  
Illinois Commerce Commission,  
Springfield Office.

COPY

December 4, 1998

Mr. Richard C. Notebaert,  
Chairman and CEO  
Ameritech Corporation  
30 South Wacker Drive --Floor 38  
Chicago IL 60606

Re: 312 226-8885 307 2; 2025 West Grand Avenue, Chicago 60612.

Dear Mr. Notebaert:

The telephone line at my residence intermittently malfunctions. When someone calls me, my phone typically begins to ring but then abruptly disconnects. The incoming call will not be reflected by caller ID. However, occasionally incoming calls will come in without difficulty. Usually, I can phone out, but sometimes I cannot.

I have followed your company's recommendations in determining that the problem is not inside. It is outside.

I have called your company's repair service, which allegedly sent a repair person to my house unannounced on December 1st; he (or she) left no notice of the visit but apparently reported that the problem in my line is inside, which is simply not possible. In any event, it is wrong for your company to send someone out without notice to me, especially after I told your repair department that I live alone and work during the day.

Yesterday, Rose (IL ID874) of your service department stated that your company's policy requires that I must grant your company a four hour window to visit my home, otherwise the problem cannot be fixed. After telling me that all she was authorized to do was offer me the four hour window, Rose referred me to Jettie (Rock Island Pos. 48) who told me that she would confer with her manager and hopefully call me back with a solution. Although Jettie seemed to want to help me, I assume her hands were tied by your company policy because she did not call me back.

I consider your company policy to be unreasonable and a reflection of the fact that your company has no competitors. I cannot take off four hours on a weekday to wait for your repair department to show up (or not)? Nor would I have to if your company had competitors, because quality of service would then be important and crucial to your marketing. But now, without competition, it is obvious that your company has no reason to provide more than basic service.

Your company policy leaves me with no alternative but to force the issue.

Respectfully yours,

/mc

cc: Illinois Commerce Commission.

COPY

December 4, 1998

Richard L. Mathias, Chairman  
Illinois Commerce Commission  
160 North LaSalle Street  
9th Floor  
Chicago IL 60601

Re: Ameritech 312 226-8885 307 2; 2025 West Grand Avenue, Chicago 60612.

Dear Chairman Mathias:

Enclosed is a copy of a letter I just sent Richard C. Notebaert, Chairman and CEO of Ameritech. I do wish to make a complaint against Ameritech on the grounds stated in this letter. If this letter is not in proper form to constitute a complaint, please send me the necessary forms.

If you have any questions, please do not hesitate to call me.

Respectfully yours,

/mc

cc: Richard C. Notebaert.

LAW OFFICES OF  
DONALD L. BERTELLE

79 WEST MONROE STREET  
SUITE 1110  
CHICAGO, ILLINOIS 60603  
TELEPHONE (312) 201-8885

COPY

June 21, 2000

Richard L. Mathias, Chairman  
Illinois Commerce Commission  
160 North LaSalle Street  
9th Floor  
Chicago IL 60601

Re: Ameritech 312 226-8885 307 2; 2025 West Grand Avenue, Chicago 60612.

Dear Chairman Mathias:

Please allow this letter to constitute an addendum to the formal complaint I filed against Ameritech which was dated and mailed to the Commerce Commission's Springfield office on June 19, 2000.

When I returned home during the night of June 19th, I discovered the doorknob tag from Ameritech on my front door and a voicemail message from an Ameritech repairman on my answering machine. The message conveyed by both the tag and the message on the answering machine was that the "trouble on your line was repaired." Sadly, when I attempted to make a phone call to a family member to announce that my phone was finally working, the line malfunctioned. In short, the trouble on my line was not repaired. I cannot say that I was surprised. And I cannot help but believe that the repair may not have gone awry had I been there. But Ameritech insists on unannounced repair visits. Since the repair man who left the tag on my doorknob and message on my answering machine also left a message on my office voicemail (at a different number), I assumed that he, and therefore Ameritech, had the wherewithal to call me in advance to arrange an appointment. But that was not done. And the problem was not repaired.

The following morning, June 20th, I went out to look at the repair job done by Ameritech. As I have repeatedly advised Ameritech and Ameritech's repairmen and Ameritech's repair technicians and the Commerce Commission and the persons at the Consumer Affairs Division of the Commerce Commission, the problem with my telephone service is that Ameritech has improperly and, I believe, illegally used an indoor line in an outdoor application; this grey indoor line stretches from the back of my building some 70 feet to the front of the building where it then enters the building. The repair job done during the unannounced visit on the night of June 19th consisted of the replacement of an approximately six foot segment of this indoor line with an outdoor line which was spliced in. The remaining 65 feet of the line is still the grey indoor line used incorrectly by Ameritech in an outdoor application.

Richard L. Mathias, Chairman  
Illinois Commerce Commission

June 21, 2000

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Since various of Ameritech's repairmen consider the use of indoor line in an outdoor application to be standard procedure, I conclude that it is an Ameritech company policy to use indoor line outdoors (1) to save money and (2) to charge consumers for a "indoor repair." Apparently, Ameritech believes that it is legal to charge an indoor service fee to the repair a line used in an outdoor application so long as the line itself is an indoor line. This reasoning is illogical, and the practice is illegal, but appears to be a way of generating income.

Despite my repeated requests that no unannounced visits be made to my home because I live there alone and am not likely to be there unless by appointment, Ameritech persists in making unannounced repair visits. Not only was the visit on June 19th unannounced and with no prior notice but so was the one on June 9th; I attach hereto and incorporate herein copies of the Ameritech doorknob tags for both of these unannounced and surprise visits. This is apparently the way Ameritech is able to boast of the many many many, many repair visits it makes — while concealing the fact that no one was home during the far majority of these surprised unannounced visits. It seems to me that this practice of surprise, unannounced visits is of great benefit to Ameritech in enabling it to inflate its service statistics but is of no actual value or benefit to the public.

I respectfully request that the hearings on my formal complaint be held in Chicago.

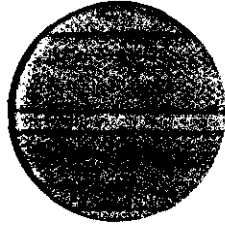
Respectfully yours,

/mc

cc: Patrick J. Earley;  
Citizens Utility Board;  
(6 copies) Illinois Commerce Commission, Springfield.

DONALD  
BENTELLE

AM1489-1G  
(7/97)



**SORRY WE MISSED YOU**

Date: 6/10/00 Time: 7:45 @/pm

Address: 2025 W 6th AVE

☒ REPAIR ☐ INSTALLATION

Service Order Number / Trouble Ticket Number

0232194

- ☐ The trouble on your line was repaired.
- ☐ No trouble was found on your line at the time of our visit. If you are still experiencing problems with your service please contact your Service Provider.
- ☐ The trouble is in your wiring or equipment.
- ☐ You are enrolled in a Service Protection Plan. Please call your Service Provider to schedule another service visit.
- ☐ A service charge may apply for today's visit. Contact your Service Provider for detailed information.
- ☐ Please call your Service Provider if you would like them to repair your service problem. Additional charges may apply.
- ☐ We were unable to gain access to your residence/business to complete the work you requested. Please contact your Service Provider to arrange for access.
- Access is needed to complete the following work:
- ☒ The work you have requested is complete. You did not request to connect/install wiring or jacks at the time of our visit. Please contact your Service Provider if you would like this work to be done.

☐ Other The Line is Good  
To BACK WALL at NED  
Service charge to Extend  
TO THANK YOU. Apartment

**SORRY WE MISSED YOU**

Date: 6/19/00 Time: 7:00 am/pm

Address: \_\_\_\_\_

☐ REPAIR ☐ INSTALLATION

Service Order Number / Trouble Ticket Number

0232194

- ☒ The trouble on your line was repaired.
- ☐ No trouble was found on your line at the time of our visit. If you are still experiencing problems with your service please contact your Service Provider.
- ☐ The trouble is in your wiring or equipment.
- ☐ You are enrolled in a Service Protection Plan. Please call your Service Provider to schedule another service visit.
- ☐ A service charge may apply for today's visit. Contact your Service Provider for detailed information.
- ☐ Please call your Service Provider if you would like them to repair your service problem. Additional charges may apply.
- ☐ We were unable to gain access to your residence/business to complete the work you requested. Please contact your Service Provider to arrange for access.  
Access is needed to complete the following work:  
\_\_\_\_\_
- ☐ The work you have requested is complete. You did not request to connect/install wiring or jacks at the time of our visit. Please contact your Service Provider if you would like this work to be done.
- ☒ Other 312-760-1108  
-606-6125

**THANK YOU!**